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FROM: Timothy D. MacIntyre

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COMMENTS:

Application No.: 10/616,006
 Filing Date: July 9, 2003
 Applicant: Luca Rigazio
 Group Art Unit: 2626
 Examiner: Jakieda R. Jackson
 Title: SPEECH DATA MINING FOR CALL CENTER MANAGEMENT
 Attorney Docket: 9432-000241

Please acknowledge receipt of:
 Transmittal (in duplicate);
 14-page Amendment

Timothy D. MacIntyre
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Total Number of Pages In This Submission

Application Number	10/616,006
Filing Date	July 9, 2003
First Named Inventor	Luca Rigazio
Art Unit	2626
Examiner Name	Jakjeda R. Jackson
Attorney Docket Number	9432-000241

9432-000241

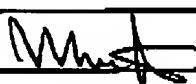
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Remarks

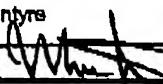
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Firm Name	Harness, Dickey & Pierce, P.L.C.		
Signature			
Printed name	Timothy D. MacIntyre		
Date	April 28, 2008	Reg. No.	42,624

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		Art Unit	2626
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Total Number of Pages In This Submission		Attorney Docket Number	9432-000241

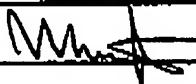
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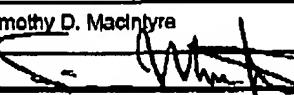
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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/616,006

Filing Date: July 9, 2003

Applicant: Luca Rigazio

Group Art Unit: 2626

Examiner: Jakieda R. Jackson

Title: Speech Data Mining for Call Center Management

Attorney Docket: 9432-000241

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed January 28, 2008, please amend the application as follows and consider the remarks set forth below.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 13 of this paper.